



Gray Davis, Governor  
State of California  
Business, Transportation and Housing Agency

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980 Ninth Street  
Suite 1800  
Sacramento, CA 95814  
916-322-2078 voice  
916-322-2579 fax  
jwillis@dmhc.ca.gov e-mail

DATE: July 13, 2000

TO: ALL INTERESTED PARTIES

FROM: JIM TUCKER  
Deputy Director  
Department of Managed Health Care

On May 30, 2000, OP 07-00 took effect. This rulemaking file intended to implement SB 189, a bill that shortened the amount of time from 60 to 30 days in which plans and the Department have to resolve and review enrollee grievances. The Department of Corporations notified all health plans that July 17, 2000 was the deadline for compliance with this regulation.

On July 1, 2000, the Department of Managed Health Care (Department) began operating and took over responsibility for regulating health care service plans in California. The Department is currently in the process of repealing OP 07-00 and revising the current grievance procedures. Therefore, the July 17, 2000, deadline for compliance, enacted by OP 07-00, is no longer effective.

The Department is in the process of proposing a new emergency regulation that amends California Code of Regulations, Title 10, section 1300.68 and adopts a new section, 1300.68.01. This emergency rulemaking package will implement SB 189.

The proposed emergency regulation will contain provisions requiring plans to provide contact persons who will be available to respond to the Department regarding urgent complaints and will require plans to provide records to the Department. Notice of the new proposed emergency regulation will be given by the Office of Administrative Law.

Other revisions to the grievance process will be proposed through the normal rulemaking process and will not be issued as an emergency regulation.